



Shelby County Tennessee

Mayor

Mark H. Luttrell, Jr.,

Questions & Answers

Issued: May 14, 2013

RFP #13-004-80

Tax Notice Mailing Services

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors
Our answers are listed in **RED** below:

Will all the forms and envelopes be printed in black ink on white paper? Exhibit A & B? **Exhibit A shows the County and city of Memphis Notices and they are Black ink on white paper. Exhibit B shows Our #10 External Envelope which is green with Black Ink. Our #9 Return Envelope is white with Black Ink.**

Are the two forms in Exhibit A the only two forms used throughout the year? **Yes they are the basic forms for all City and County Mailings. There is a variation in the messages from mailout to mailout. There is also a distribution grid on the County notice used in July and August.**

Which column of historical data should the response be based on or is there a set number to base the pricing on? **You should use the Est. Bill Totals column for pricing on preperforated notice paper. You should use Est. Envelopes for pricing on envelopes.**

These are numbers based on historical mailings and adding in the estimated city complement of the city of Memphis.

On Page 11 of RFP:

- 1) Are the envelopes used for the County and City the same or will each have their own art? **There will only be one #10 Green Envelope and it will show the County information. There will only be one #9 Return envelope and it will show the County Information.**
- 2) Are the letterheads used for the mailers printed in color or black and white only? **Black ink only.** What size are they? **8.5 x 11 standard page.** The Exhibit A is not to scale, so it is hard to determine the actual size.
- 3) Is there a particular paperstock that is required for the job? **The Trustee has historically used 28# paper for tax notice printing. The Trustee uses RISO HC5500R printers and the paper weight was**

necessary to prevent bleed through . The Trustee uses 32# 100 Brite Hammermill paper for the Brochures.

4) At the bottom of the "Scope of Work" (page 11), on the table, it says there may be upto 3-4 pcs per envelope - what is the other piece that would be included? per our count, we have the Tax notice, the return envelope, and in some cases the Tax benefits brochures... what is the missing insert? In a lot of cases there will be a tax notice for the County as well as a Tax Notice for the City of Memphis. Also, for the Tax Sale mailer (page 12 of RFP), it says 5 inserts - same question as above - what are the 2 other inserts? In this case there will be a County Notice, a City of Memphis Notice, A picture of a property(sometimes 2 pictures) and a return envelope.

The specific specifications for each document pertaining to paper weight, size and how the documents prints is not identified on the website link for this proposal. Please provide specifications and quantities.

The Trustee has been printing the tax notices on 28# paper with a perforation 3 9/16 from the bottom edge on 8.5 x 11 paper. Trustee has been printing from an ACCESS database using Crystal Reports on 3 Riso 5500R color printers. We want quotes on Black and gray shading only no other colors. The 28# paper is not a requirement. The Brochure that was mentioned has been printed on 32# 100 Brite, Hammermill paperstock. The 32# paper is not a requirement. Estimated quantities are listed in the proposal.

Please see the answers to your questions below:

1. General Question: What company currently provides the services outlined in the RFP? We do not currently have a vendor that has contracted to do our mailings on an annual basis. The trustee has printed, folded, inserted and applied postage to its own mailings for over 20 years.
2. Scope of Work, Page 11: For clarification, does each parcel print on a separate page with multiple years with comingling of multiple pages for the same addressee? Yes each parcel should print on a separate page with multiple years if owed. If more than one parcel is addressed to the same owner at the same address then they should be grouped or comingling in order to mail as efficiently as possible.
3. Scope of Work, Page 11: Does the number of pages ever require mailing in a "flat" envelope? Yes there are owners who have more than 5 pieces of property which if they owed taxes on all of them would be more efficient to put them in a flat. If so, how many "flat" envelopes are estimated? The number of flats would vary based on the mailing that was taking place. There are a few owners who have as many as 300 parcels. Are they required to be pastel blue? Our exterior #10 envelope is actually Green not blue. The color of our flats is actually white with a window that allows for the mailing address to show through. There is no color restriction on the Flat envelopes.

Scope of Work, page 11: in the "Est. pcs per Envelope" column, does the figure include only the tax notices or does the figure also include envelopes if applicable? All mailings listed will include tax notice(s) and a single #9 white return envelope .

4. Scope of Work, page 11: It is stated that the July and August “currents” will include 275,000 brochures, but the number of estimated envelopes exceeds 320,000. Will there be some tax notices that do not receive the brochure? **The reason that the brochure count is lower is because of the grouping that should occur. Using the grouping and adding only 1 brochure in an envelope with more than 1 parcel means a great savings of brochures.**
5. Scope of Work, page 13: Is “Pre-perforated paper stock” required to be a certain weight (20#, 24#, etc.)? **We presently have been using 28# stock. We have been using 3 RISO HC5500R color printers to do our notices. We used the heavy stock to prevent bleed through on paper.**
6. Scope of Work, page 13: Is “#10 Window envelope” required to be a certain weight (20#, 24#, etc.)? **There is not a required weight on the #10 Window envelope. Again it is green and has two windows.**
7. Scope of Work, page 13: Is “#9 return envelope” required to be a certain weight (20#, 24#, etc.)? **There is not a required weight on the #9 White return envelope.**
8. General Information, page 14: Does the county have a standard procedure in place for staggering the number of mail pieces dropped per day? **The standard is based on the volume of the mailing. If it is a 300,000 piece mailing then the restriction would be to 20,000 pieces per day. If it is a 15,000 piece mailing then we would want to do about 5,000 per day in order to handle the phone volume generated by the mailing.**
9. Attachment A: Are tax notices printed in Black and grayscale only? **The Trustee has typically printed notices in color. We now want to do Black and grayscale only.**
10. Attachment B: Does the Trustee require using a pastel blue #10 envelope? **Our external #10 two window envelope is actually green. We would require it to remain green.**

Please see the answer to your questions below:

- 1) Section VI, item h. LOSB – Pages 7-9: We noted that the county seems to have a heavy LOSB preference, but we wanted to confirm – will the County require the chosen vendor to be local? Or would it be acceptable for the County’s mailings to process and enter the USPS in the state of Washington? **The county will not require the chosen vendor to be local. It would be acceptable to process and enter USPS from state of Washington.**
- 2) Section VIII, Award of Contract – Page 10: What are the criteria used by the selection committee, and what weight is given to each criterion? **Not Available at this time.**
- 3) Services Required, Scope of Work – Page 11: What are the print specs on the 2 forms:
 - a. What weight and color of stock is used for each form? **Presently 28# 100 Brite, Hammermill stock due to inhouse printer and stuffer requirements.**
 - b. Do either of the forms have perforations? **Each form is perforated 3 9/16 from bottom edge.**
 - c. How many ink colors are used on the face of each form? **One color “black” only**
 - d. How many ink colors are used on the back of each form? **One color “black” only**
 - e. Is variable information black on face only for both forms? **Yes, black only for variable information on face of forms**
- 4) Services Required, Scope of Work – Page 11: As you probably know, all automation postal discounts will be discontinued soon for any mailer who is not Full Service Intelligent Mail barcode certified. Is the County requiring that the chosen mail vendor be a USPS Full Service

Certified Intelligent Mail barcode vendor? **Yes. The only way to get discounts is through the use of IMB and we want discounted postage quotes.**

- 5) Services Required, Scope of Work – Page 11: Could we please get a copy of previous postage reports and/or an address file to estimate postage for this project? **No to “previous postage report” since the Trustee has previously been doing all printing and postage in house. Yes. I could provide a County Tax Notice printing extract to use as an address file if needed.**
- 6) Section XI, Item C, Number 3, letter A – Page 23: itemized fees and any commissions – is the County asking to see our cost vs. the County’s price? **No**
- 7) General: Is the County happy with its current vendor? Could we please get a copy of current contract pricing? **The County Trustee does not have a contracted Vendor who has performed our mailings on an annual basis.**

Robert S. (Bob) Brenner, C. P. M.
Buyer, Purchasing Department
Shelby County Government

Cc: Bid File

